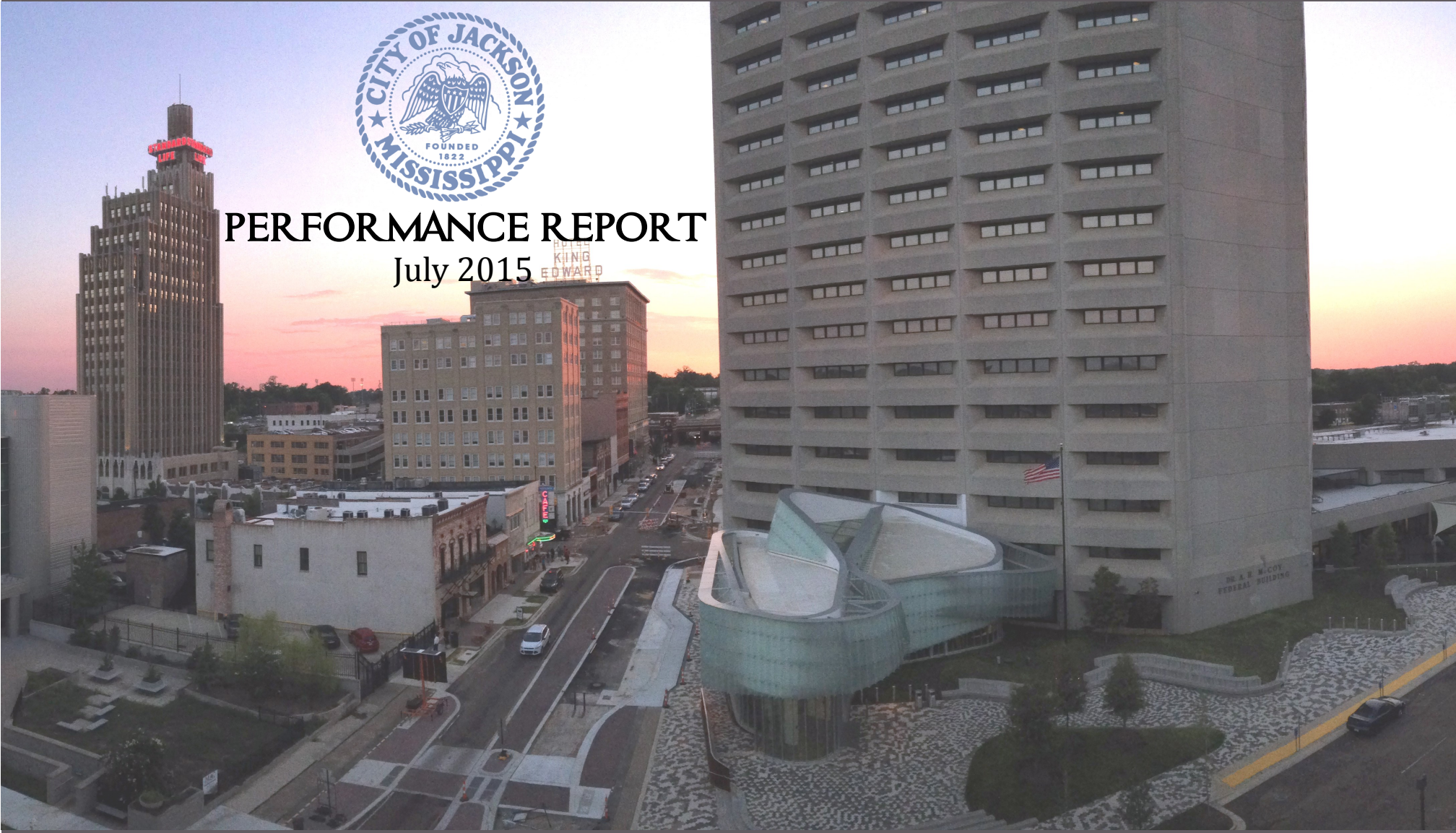




PERFORMANCE REPORT

July 2015



Tony T. Yarber, Mayor



CUSTOMER SERVICE AND TRANSPARENCY

The City of Jackson is committed to building a culture of excellent customer service to foster a city government that is accountable, responsive, and efficient.

The Department of Personnel Management:

- Initiated Customer Service training for 125 employees.
- Management 101 Training for 44 managers and supervisors
- Participated in 8 job fairs to market City jobs
- Implemented City-Wide Training Program with focus on:
 - Organization performance
 - Developing Managers/Supervisors
 - Employee morale and teambuilding
 - Establishing a high standard of quality and integrity

The City has implemented a Priority Budgeting platform for Fiscal Year 2016.

- This process forces us to make judgments based on the science and not the art. It forces us to budget based on an assessment of the facts and not in our feelings.

The Office of the City Attorney:

- Successfully overthrew a verdict of \$600,000 against the City of Jackson
- Handled over 2700 cases
- Reviewed 1026 contracts for legal sufficiency
- Risk Management saved the City \$767,832.60 by utilizing the MS Workers' Compensation Fee Schedule

The Mayor's Office created the Office of Innovation and Performance in June 2015. The Mayor's Office of Innovation and Performance is charged with driving meaningful progress and tangible results on the Administration's top priorities in partnership with City operating departments and external partners. The Office of Innovation has already secured external support and expertise from the Bloomberg Philanthropies initiative – What Works Cities. In partnership with this office, What Works Cities will help Jackson forge a system of data integrity, data transparency, and overall organizational efficiency.



CIVIC ENGAGEMENT

The Department of Constituent Services serves as the liaison for the citizens of Jackson in City Hall. As the heartbeat of City Hall, the department is charged with helping citizens find solutions to their issues, keeping the Mayor informed of community concerns, and engaging the diverse constituency groups with the City of Jackson.

Communications:

- Created 1st ever city magazine that is distributed to 19,000 households and 1,000 businesses, churches, and hospitals
- Created a social media presence for the city (1125 Twitter followers, 358 Instagram followers, 1433 Facebook followers)
- Website views went from 119,467 (June 2013-14) to 550,023 (June 2014-15)
- Through various communication tools, the Communications division has reached about 60,000 households from June 2014-June 2015

Faith and Health Based Initiative:

- Insert snippet about each initiative
- The Mayor's Task Force for a Healthier Jackson is taking a health message and

preventive care to city employees and the community. The group is led by Dr. Timothy Quinn. Task force members shared the vision of the Mayor in regard to the citizens of Jackson achieving a healthier life. So far, the task force has conducted blood pressure screenings to more than 280 city of Jackson employees since June 2014.

- Over 386 citizens screened through the Faith Based organizations
- The Mayor's Faith Based Initiative serves as the primary liaison between the Office of the Mayor and Jackson's diverse communities of faith and their leaders, this office is committed to engaging faith organizations in the daily activities of City government.
- So far, there is a Network of 60+ faith leaders working with the department of Constituent Services since January 2015 through the Faith Based initiative

Mayor's Special Projects:

- Volunteer Jackson – a special project geared towards finding volunteers for various programs, functions, events, and needs throughout the city. The city seeks to be a hub for volunteerism and public service through this project.

- VJ has registered 400 participants and engaged over 2000 potential volunteers
- **Super Neighborhoods** – As a neighborhood of neighborhoods, we are connected to each other through common goals and ideas about quality of life. Super neighborhoods are now being created to encourage residents, businesses, faith based institutions, schools, and non-profit organizations of neighboring communities to work together to identify, prioritize and address the needs and concerns of the broader community. This forms a manageable framework for community action and allows the city to provide services more efficiently. A super neighborhood is a geographically designated area where residents, civic organizations, institutions and businesses work together to identify, plan and set priorities to address the needs and the concerns of their community. Six super neighborhood boundaries have been created: South, Southwest, Northwest, Northeast, West Central, and Central Jackson.



INFRASTRUCTURE STABILITY

Infrastructure Master Plan:

In 2014, the Citizens of Jackson voted overwhelmingly to support passage of a 1% Local Sales Tax for infrastructure improvements. The legislation for the Municipal Special Sales Tax required the City to develop an Infrastructure Master Plan (IMP) to capture the proposed projects that will be funded in part or whole by the 1% Sales Tax Revenue. The City has branded the 1% Sales Tax revenue funded infrastructure program as the Bold New Infrastructure Improvement Program. The required IMP was developed as a hybrid master plan and capital improvement plan document that lays out the City's long-term programmatic strategies for infrastructure improvements using this funding source and a capital plan that describes the project implementation strategies over a five-year period. The IMP serves as a roadmap for the Municipal Special Sales Tax expenditures and is required to be voted upon by the Municipal Special Sales Tax Commission also established by the regulation.

- So far, 13.8M has been approved for use on 14 drainage projects, 7 street projects, 5 bridge projects, and 4 water projects.

Water Infrastructure Improvement program:

- Thus far, this program has produced 10 sewer line repairs, 1 water line repair, 18 water treatment plant projects, and installed 30,000+ new water meters

Bridges and Drainage:

- Cleared debris from over 6852 storm drain inlets
- Cleared debris from over 5846 lane miles of creeks and ditches
- Replaced over 400 feet of corrugated pipe
- Sprayed over 60 miles of creek banks
- Swept over 200 miles of street

Parking Meters:

- Increased revenue by almost 50% from \$66,297.75 (June 2013-2014) to \$121,231.75 (June 2014-2015)

Paved Streets:

In the last year, the Department of Public Works has completed several road projects, including Fortification Street, Capitol Street and West Street; resurfaced some 20 lane miles and repaired 34,163 potholes and 200 utility cuts.

Solid Waste Division collected 29.75 tons of solid waste this year

Operation Orange Cone:

"Operation Orange Cone" is a focused Department of Public Works program to restore City of Jackson streets and eliminate idle orange cones.

The city is responsible for maintaining 2,055 lane miles of roadway, including principle arterials or "gateways," such as State Street, Capitol Street, Medgar Evers Boulevard, Terry Road, Raymond Road and Old Canton Road. The city also maintains collector and neighborhood streets. Over time, the condition of the city's streets has declined from an increasing number of potholes, poor soils and repeated utility cuts for repair work. This initiative repairs streets in the interim as the City of Jackson proceeds with the Infrastructure Master Plan, a long-term blueprint addressing roads, bridges, water, sewer and drainage.



PUBLIC SAFETY

The City of Jackson has seen a 13.8% Reduction in Major Crime

Jackson Police Department has hired 53 New Officers since June 2014

911 Response Time: Our 911 Center answer's 90 percent or more of the 911 calls received; and 100 percent of all calls are answered within 10 seconds.

Jackson Fire Department hired 20 Certified Firefighters and Graduated 26 Certified and Sworn Firefighters from Fire Academy

Emergency Management sector of the Fire Department has Trained 80 citizens in Hands-on-CPR

Jackson Fire Department has installed over 204 smoke alarms since May 16, 2015 in collaboration with the American Red Cross

MACE program: The Metro Area Crime Elimination Program is made up of several entities (federal, state, and local) that have joined together to create a solution for crime in the metro area. MACE has already seen dramatic decreases in violent crimes in the metro. The goal is not to harass and arrest, but with social services and data collection, find out who

is committing crimes and why they are committing the crimes. After that data is collected, offer outreach services to create long term solutions and productive citizens

JPD Administration became involved with MACE February 16, 2015

- Since February 16, 2015, there were 171 Citations
- Since February 16, 2015, there were 127 arrests

COPS program – C.O.P.S. - Community Oriented Policing Services - is a national program created by the Department of Justice, implemented in Jackson in 2003. C.O.P.S. purpose locally is to provide a network including city, state, and regional officials and their citizenry to share information pertinent to crime awareness & prevention, government activities, and the legislative process. Under the current administration, Chief Lee Vance has placed an emphasis on community oriented policing and community engagement.

Community Improvement: The Community Improvement Division was moved from the Department of Planning and Development to the Jackson Police Department by Mayor Yarber. Since its realigning the City of Jackson has seen a 131% closure rate in 311 requests related to Community Improvement issues.

For example:

55 demolitions from January 2015 – June 2015

155 board ups completed since June 2014-June 2015

933 grass and weeds cases completed since June 2014 – June 2015



COMMUNITY AND ECONOMIC DEVELOPMENT

The Jackson Convention and Visitors Bureau Booked 213 conventions in Fiscal Year 2015

JCVB hosted 390,114 convention delegates

In 2014, over 2.6 million visitors came to Jackson

47 New businesses have opened in the city of Jackson from June 2014 to June 2015

From June 2014 to June 2015:

- 938 permanent jobs created
- 298 Privilege licenses granted
- 88 Home Occupation Permits

The Department of Economic Development specifically helped the city's Home Based Businesses by rolling out the C-Spire Fiber to Home Program. Now Homes can get Internet speeds 100x faster than before.

The department of economic development also developed a partnership with Mississippi State University Vet Medicine and the Jackson Zoo

The Economic Development Department is proud to unveil its Jackson 500 program.

"Jackson 500" – a workforce development program that provides (1) opportunities for employment; (2) technical and soft skill training; (3) job placement and support; and (4) living wages. This is the a collaboration between the Office of Economic Development and partnering organizations (Working Together Jackson, Midtown Partners, Hinds Community College, IHL, Career Development Center, and Women in Construction)

Community Development:

- Action Line 311 – the voice of the community
 - o Closed 27,736 cases since June 2014
 - o 81% of all cases received since June 2014 have been closed
 - o Community Improvement reduced backlog requests by 31% since January 2015

- Served 4,406 beneficiaries under the CDBG Program/Public Services - expended \$366,079.62 assisting nonprofit agencies provide services such as: child care, employment training; academic enrichment; services for victims of domestic violence; services to the elderly and services for substance abuse.
- CDBG grant - 100% compliance with all HUD monitoring actions
- Expended \$931,170.65 in CDBG funds to assist with infrastructure projects
- Expended \$1,999,159.58 in CDBG funds for the purchase of fire truck and emergency fire equipment
- 2,260 beneficiaries under the ESG Program - expended \$225,896.42 assisting citizens experiencing homelessness or at risk of becoming homeless
- Provided \$123,330 in Down Payment Assistance grants



YOUTH DEVELOPMENT



Collectively, Mayor's Youth Initiatives, the Department of Human and Cultural Services, and the Department of Parks and Recreation offer a variety of programs and opportunities that promote youth development and engagement in Jackson, Mississippi. The centerpiece of the Mayor's Youth development agenda is the "I Need You To Make It" Youth Initiative that offers comprehensive programming in partnership with the above organizations. Jackson Public Schools, Alignment Jackson, and many other community and private organizations also help to make this initiative a success.

The INYTMi initiative is comprised of three components. Each component represents a key area of focus for the overall initiative. Those three components/key areas are:

- Mind-The Education Component
- Body-The Health Component
- Soul-The Character Building Component

Below you will find initiatives that fit into these 3 major component areas:

My Brother's Keeper Community Challenge

- Engaged over 275 young men since January 2015

Mayor's Youth Council - The 2014-2015 Mayor's Youth Council was selected in October

2015. This council is comprised of students in 10th -12th grade that live in the city of Jackson. All 7 JPS high schools and several private schools are represented. The students are recommended by their high school counselors and must complete an application and interview. The selected students participated in an induction ceremony with the Mayor on October 28th at the Smith Robertson Museum & Cultural Center in Jackson. The President of this year's council is Bria Paige of St. Joseph High School. Bria is a resident of Jackson and entering her third year on the council.

INYTMi Speaking Tour – The Mayor has toured throughout Jackson Public schools and reached 1200 students since January 2015

INYTMi Back to School Event – The City of Jackson First Day Program is a back to school celebration that the Mayor's office has coordinated for three years. The event has featured various giveaways, great entertainment, and activities for the entire family. This year **over 5,000** students will receive school supplies

Through partnerships and collaborations the Mayor's INYTMi Initiative has touched over 34,000+ students. Here are a few of our partners:

- Partnerships and Collaborations Include:
 - TechJXN Summit and Hackathon

- Alignment Jackson
- Jackson Public Schools
- A-Team male mentoring program
- Operation Shoestring
- United Way of the Capital Area
- The Shine Jackson Coalition

This year the City of Jackson was able to employ over 500 youth summer workers.

Project Reads –

- Project Read is an initiative of the City of Jackson designed to support school success for children through early reading and writing skills. The project was launched in the city's three child care facilities in January, using a curriculum geared toward Pre-K students. The goal is to ensure these children are reading by the time they enter kindergarten.
- **RESULTS:** The Jones facility pre-test was slightly higher than 20 percent and results on the post-test increased to 75 percent; the Westside facility's pre-test results were at 15 percent and increased to slightly more than 60 percent on the post-test. At Virden, students initially scored 15 percent, but improved to more than 40 percent.
- Collectively, the centers increased over 50% in reading readiness exam scores



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